

2010 Annual Accomplishments



TECHNOLOGY SERVICES COMMAND



City of Houston Police Department

OUR GOALS

RAPID

RESPONSIVE

CUSTOMER DRIVEN

TABLE OF CONTENTS

Definitions of Content	2
Mission Projects—Those projects that have a major impact on specific law enforcement function. Can be a single division or may impact all divisions in the department.	
Support Projects—Projects that impact the it infrastructure of the department or a project that supports a law enforcement function.	
Development Projects-Specific projects used to develop a capability that can be expanded in the future. Proof-of-concept type projects.	
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TSC 2010 ANNUAL ACCOMPLISHMENTS REPORT

Volume 2, Issue 1

Newsletter Date: 01/31/2011

HOUSTON POLICE DEPARTMENT

Message from the Desk of the Deputy Director

Technology Services was able to complete a number of significant projects in 2010 that improved productivity and safety and more is on the way. Although the entire Department is faced with a difficult budget situation that has lead to cutbacks in resources and even furloughs of civilian employees we expect that the City will be able to continue investing in new tools for our department.

During 2010 we made significant headway on RMS. This is one of the largest Technology investments the City of Houston has ever made in a department or even for citywide systems. We also launched our project to completely replace and modernize our MDC systems and, lead by the Mayor's Homeland Security Office, have made significant strides in deploying dozens of new video cameras in the downtown area.

2011 will obviously continue to be a challenging year for the budget. However, we hope to deploy the test version of the RMS software that has been completely configured to fit our HPD police processes. We will also be completing the MDC project to coincide with and provide support for the new RMS.

These projects, and some of the others in development or recently completed, are listed in the table below. They represent a huge investment on the part of the citizen's of Houston in their police force.

The single most important factor in the success of these technology projects, however, is the people who work on them and then work with them. We are fortunate that we have so many employees who are so dedicated to the success of the Houston Police Department. Please see all the (mostly) smiling faces on the back cover of this brochure for the people who work so hard every day for HPD. We are proud of all of them.

Thank you to each of the divisions who have worked so hard to achieve last years projects and who are working on our next generation. Also, thank you to the managers and employees of Technology Services who continue to "tighten their belts" and do the best they possibly can with the resources they have.

Also new for 2011, the Chief of Police moved the Communications Manage-



Deputy Director David J. Morgan
Technology Services Command.

ment Division (CMD) under Technology Services to provide better support for mobile technologies like wireless cards, mobile data computers, in-car video and other issues. We welcome the folks to their new home and we look forward to new opportunities for people in both areas.

We look forward to a successful 2011 and appreciate the support of all HPD divisions over the last year!

Development Investments in HPD Technology

Technology Services has embarked on several large Technology deployments from 2009 and on into 2015, as well as several smaller to mid-size projects ranging from \$1 million to \$2 million. Grants and other sources are funding several of these projects. These figures include the maintenance and support of these solutions to be deployed.

Below are some of the high-lighted projects:

Records Management System:	\$50.2 million
Mobile Computing Devices:	\$13 million
CJIS Compliance Updates:	\$3.2 million
Laboratory Information Management System:	\$1.25 million
Evidence Management System:	\$.500 million
Facial Recognition: (unfunded)	est. \$2.5 million
Real Time Regional Crime Center: (unfunded)	est. \$1.35 million
Lynx Information Sharing:	\$.575 million
eCitation:	\$2 million
In-car Video:	\$1.7 million
Towed Vehicle Management System:	\$1.3 million
	=====
	\$77.58 million

DEVELOPMENT PROJECTS (Approx\$):

Radio	\$50 million
Homeland Security Video	\$10 million
CSMART	\$1 million



Messages From the Desk of the Assistant Director

The Information Technology Management Services (ITMS) Section provides project management support, oversees change management processes and provides security oversight for the HPD environment in conjunction with the Department's Terminal Agency Coordinator (TAC).

Project management support is led by a unit called the Project Management Office (PMO) which consists of four project managers. These project managers ensure effective implementation of departmental and

divisional initiatives/objectives by providing leadership and oversight of projects. The PMO utilizes industry recognized project management processes and disciplines to become a center of excellence offering project management resources, consultation, support and planning within the Houston Police Department.

The change management function is critical to not only newly development software or systems, but critical to any technology change for the department.

We established new review procedures which included some of the operational units to ensure changes to the environment did not affect important operational functions. Our security responsibilities fall primarily in the Information Security (IS) arena since the City's IT Department is responsible for the security of the network. IS responsible for ensuring security policies, procedures and guidelines are in place and properly implemented and monitored.



Brian Sedberry
Assistant Director



Top Five Projects

Project Name: Homeland Security Video Surveillance

Task Description: Installation of 27 video cameras in the downtown area.

IMPACT: Phase 1 of the HLS Grant provided video coverage of 27 selected downtown locations to the HPD Command Center and Houston Emergency Center.

Project Name: Interview Rooms Camera Project

Task Description: Evaluate the current VHS cassette video recording system within Homicide division and implement a DVD recording solution where minimal end-user interaction and training will be needed to fully operate the system. Test and possibly reconfigure microphones for better audio.

IMPACT: Provide interrogators with a dependable DVR system for recording all interviews with suspects.

Project Name: Evidence Management System (EMS)

Task Description: Replace management system for the evidence tracking system.

IMPACT: This project improved the way that evidence was being tracked via chain of custody, inventory location and a electronic signature pad for receiving evidence from the property room. Included a wireless component which allows for bar-coded scanning in the ware house. Also provides for management reporting custom database reporting.

Project Name: Comply with DPS/FBI CJIS policy

Task Description: Implementation processes, procedures, and controls for network and server infrastructure that are necessary to comply with DPS/FBI CJIS policy. Specifically, technical security controls, physical security management activities, configuration management activities, and security incident notification that comply with DPS/FBI CJIS policies.

IMPACT: The work completed in this area resulted in the department achieving a "Full Compliance" report from TxDPS and FBI.

Project Name: Accident Form Automation

Task Description: Provide the ability to process Accident Form electronically from the Patrol to Car to Mobility and Records.

IMPACT: Provided a system to enter accident reports from patrol cars and stations, with accurate drawings and an automatic creation of electronic State's CR-3 forms. This software delivers precise statistics and accident activity, an estimated 45 minutes savings in labor per report..

Software Services & Mainframe Operations

The Software Services and Mainframe Operations Section provides custom design software, and maintenance of computer applications and data bases, to all areas within the Houston Police Department.

This section also provides 24 x 7 operations of the UNISYS mainframe system, running OLO, the Jail Booking systems, TCIC/NCIC inquiries, Criminal History,

and other legacy applications.

On a regular basis, this section helps evaluate and supports Commercial-Of-The-Shelf (COTS) software products purchased by the department.

It also determines programming standards, selects the standard programming tools for HPD, and updates the software architecture by adopting new software

development and information exploitation technologies, to positively impact HPD's business operations, and decision-making processes.

To provide the different variety of services that satisfy the requests for data processing and information, this section is composed of five operational groups:



Carlos Salas, Information Resource Manager of Software Services and

Legacy Group

This group attends all requests that have to do with applications in the UNISYS mainframe. In general, the group is only handles enhancements and problems with the present systems; there are no new applications under development for this processing architec-

ture. The new Records Management System, under procurement process today, will replace the majority of these applications.

The individuals in this group have a vast knowledge of the UNISYS MCP architecture, involving TIP, MCB, ECL, DSP, DMS II, some

SCOPE, and COBOL.

The percentage of time used is as follows:

60% Enhancements and Maintenance—

10% Operational Support—

30% PMO or Development Projects—



Reporting Services Group

This group attends all requests that require reports from databases information, which are not readily available in the present applications. Individuals in the group are knowledgeable in reporting products like Microsoft Reporting Services, Information Builders WebFocus, MAPPER, ACCESS or SQL language. This group also builds the reports that are part of any new software development

to ensure consistency in the design, data presentation, and ease of use. This group uses Legacy Group services when the basic information for the report resides in a DMS II database, and then performs final data manipulation, charting, presentation, and filtering. This section also maintains the HPD Portal application and its content.

The percentage of time used is as follows:

15% Enhancements and Maintenance—

15% Operational Support—

70% PMO support and Development Projects (ADHOC departmental reports and applications reports)—

Small-Scale Development and COTS Group

This group attends all requests that have to do with applications in the UNISYS mainframe. In general, the group only handles enhancements and problems with the present systems; there are no new applications under development for this processing architecture. The new Records Man-

agement System, under procurement process today, will replace the majority of these applications.

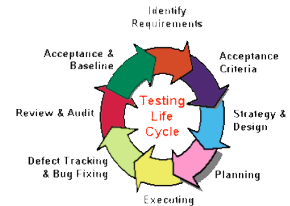
The individuals in this group have a vast knowledge of the UNISYS MCP architecture, involving TIP, MCB, ECL, DSP, DMS II, some SCOPE, and COBOL.

The percentage of time used is as follows:

30% Enhancements and Maintenance

10% Operational Support

60% PMO support and Development Projects



Large-Scale Development Group

This group attends the complex development of software that will be used by a large number of users within the department, the whole department, citizen on the web, or other Law Enforcement agencies. The individuals in this group are highly knowledgeable in Microsoft .NET Framework,

and Microsoft SQL Server, and Microsoft Windows Server 2003 R2. The applications developed are normally multi-tier, utilizing web services among themselves, including those to interface with the UNISYS architecture, through Distributed Transaction Integration (DTI).

The percentage of time used is as follows:

30% Enhancements and Maintenance

10% Operational Support

60% PMO support and Development Projects.



Home of the Houston Police Department

Mainframe Operations Group

This group operates and provides technical support to the UNISYS hardware complex 24 x 7, it is organized in three shifts, and the majority of the personnel are located in the Riesner building, inside HPD's data center.

Technical Services

Technical Services encompasses four distinct areas: Customer Services, Operations, Technology Coordination, and Continuous Improvement/Training. Customer Services provides first line telephone support, first-call resolution, break/fix capabilities for all HPD user based computer systems, account provisioning and applications access.

This section also processes mainframe and network based security incidents, service requests, and ad-

ministrative tasks. Operations run the department's data center facilities, server rooms and e-mail system. They are responsible for the technical analysis, systems administration, and engineering services necessary to design, install, operate, and maintain the Novell/Microsoft servers, along with their associative Storage Area Network (SAN) infrastructures.

In addition, Operations provides e-mail archive management and technical

consulting services to the department. Technology Coordination offers technology support and consulting to the division commanders and their divisional Technology Coordinators. Continuous Improvement/Training reviews services and support processes for inefficiencies which can be improved by modifying standard operating procedures and ensures compliance with the new procedures by training support personnel.



John A. Rodriguez, Information Resource Manager for Technical Services

Logistics

The Logistics Section of the Technology Services Command handles the procurement of all IT equipment, supplies and services for the department. This includes monitoring the budgets from various funds



Coordinating Logistics & Communications.

(General, EAF, Grant, etc). In addition this section is responsible for the issuance and activation of blackberries and aircards and maintains a database of these items.

The Administrative section of this group is responsible for the handling of all correspondence, human resources, reports for this command.

The procurement section processes approximately 415 purchase orders annually and are responsible for an internal budget of \$9 million.

The Logistics Section strives to provide rapid customer service in all areas and work with each individual in the department to meet their needs.



Patricia Cheesman
Information Resource Manager of Logistics



Diedra Habershaw-Wright
Systems Consultant for Change Management

TSC Change Management

The single most important goal of Change Management is to minimize adverse impact of Change to business operations and the users of IT services.

The objective of Change Management is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes, to control IT infrastructure, in order to minimize the number and impact of any re-

lated incidents upon service.

In October TSC began utilizing automation to assist in managing Change. With the deployment of the ITSM Change Module it is much faster to report on the impact to systems and the business. Previous to October records were compiled through an arduous manual process.

Today, at-a-glance, TSC has

the ability to report on Key Performance Indicators (KPI) for Change Management. KPIs can be mapped to Critical Success Factors (CSF), the relationship is shown below. As the process matures there is opportunity for reporting even more information related to service delivery.



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Command

Key Performance Indicators 2010		Making Quick and Accurate Changes Based On Business Priorities	
Controlling Changes			
Number of RFCs processed	169	Number of RFCs marked as EMERGENCY	20
Number of RFCs rejected	0	Number of RFCs not tested prior to implementation	1
Number of unauthorized changes detected	UNK	Number of RFCs that failed	2
Number of RFCs implemented on schedule	151	Number of RFCs without business case	0
Number of RFCs requiring reschedules	11	Number of RFCs bypassing CAB or CAB/EC	0

Communications and Infrastructure Support

The Communications and Infrastructure Support Section of Technology Services is tasked with several key areas of Technology Support. The section consists of the Telecommunications

Section, Infrastructure Support, Technology Intake, Technology Warehousing and Payroll functions.

Telecommunications

This group attends the complex development of software that will be used by a large number of users within the department, the whole department, citizen on the web, or other Law Enforcement agencies. The individuals in this group are highly knowledgeable in Microsoft .NET Framework,

and Microsoft SQL Server, and Microsoft Windows Server 2003 R2. The applications developed are normally multi-tier, utilizing web services among themselves, including those to interface with the UNISYS architecture, through Distributed Transaction Integration (DTI).



Technology
Services
Command



Richard McLarty, Information Resource Manager for Communications and Infrastructure Support

Infrastructure Support

The Infrastructure Support section is tasked with providing design and logistical support for any HVAC and Technology Infrastructure projects in new or renovated police facilities. Support for existing infrastructure extends to identifying problematic areas in remote facility network equipment

rooms and coordinating repairs or services with the CoH General Services Department. Additionally, this section manages the On-line WEB based Inventory system which documents network based assets down to the hardware and software levels.

Technology Intake

The Infrastructure Support section is tasked with providing design and logistical support for any HVAC and Technology Infrastructure projects in new or renovated police facilities. Support for existing infrastructure extends to identifying problematic areas in remote facility network equipment

rooms and coordinating repairs or services with the CoH General Services Department. Additionally, this section manages the On-line WEB based Inventory system which documents network based assets down to the hardware and software levels.

Technology Warehousing

This group attends all requests that have to do with applications in the UNISYS mainframe. In general, the group is only handles enhancements and problems with the present systems; there are no new applications under development for this processing architecture. The new Records Management System, under

procurement process today, will replace the majority of these applications.

The individuals in this group have a vast knowledge of the UNISYS MCP architecture, involving TIP, MCB, ECL, DSP, DMS II, some SCOPE, and COBOL.

Payroll Support

This group attends all requests that have to do with applications in the UNISYS mainframe. In general, the group is only handles enhancements and problems with the present systems; there are no new applications under development for this processing architecture. The new Records Management System, under

procurement process today, will replace the majority of these applications.

The individuals in this group have a vast knowledge of the UNISYS MCP architecture, involving TIP, MCB, ECL, DSP, DMS II, some SCOPE, and COBOL.

Project Management Office Team

In today's economy, every company and organization is struggling to do more with less, and performance is paramount. This is true for public and private sector entities, as well as for non-profits. Which is why, in order to prevail in lean times, we are optimizing every operation and delivering changes through our Project Management Office (PMO).

It is apparent that Technology Services will not succeed if its projects are not

managed effectively—on time, within budget, and delivering stated business outcomes for the Department. We are delivering changes that are aligned with the Departmental goals and results that are critical to business and mission success.

Last year we leveraged our resources and PM expertise in delivering many successful projects such as the deployment of DVR system and high resolution cameras for HPD Homicide Division.

We plan on expanding this endeavor to Sex Crimes, Juvenile, Jail, Robbery, Polygraph and Auto Theft Divisions by providing a centralized Video Recording System.

There are many projects in the pipeline for 2011 and beyond, which will bring about positive changes to the Department. Our PMO office does not just manage projects, but we strive to deliver successful CHANGE within the Houston Police Department. By Christopher Lambi.



Christopher Lambi, Gerald Evans, Dennis Dougharty, Stephen Austin
Information Technology Project Managers

Mission Projects

Project Name: Property Room Correspondence Tracking

Task Description: Provide the Property Room Division with a system to track correspondence and assignments.

IMPACT: Improved Property and Supply correspondence management and tracking by electronically controlling documents and their assignments.

Project Name: HR Exit Interview Database

Task Description: This project entails the creation of an electronic form tied to a database for Exit Interviews conducted by HPD. Currently HR uses a paper based system.

IMPACT: Creates customizable reports on demand and generates graphical information on responses to the Exit Interview form.

Project Name: Trespass Database for Air Card MDC.

Task Description: Provide patrol officers access to trespass affidavits data base through Air Card MDCs.

IMPACT: Enable access via air cards to the Trespassing data base to improve officer's safety and response to incidents.

Project Name: Verizon Wireless T1 Bonding for the Aircards to increase bandwidth

Task Description: This is for the procurement of the new AT&T circuit and Bonding of a T2 line to increase the available bandwidth to 3MB.

IMPACT: Doubles the bandwidth capacity available for the police aircard network.

Project Name: DataWorks Kiosk Upgrade

Task Description: Upgrade 32 DataWorks kiosks in the field to a new web-based client version.

IMPACT: Migrated to a Web based system which is easier for Technology Services and the photo lab to maintain.

Project Name: ALPR Wanted Cars Hot List

Task Description: Create a daily file with license plates of wanted cars that appear in OLO reports and make it available to upload into the 17 ALPR units at the patrols. Adding hot list delivery through air cards.

IMPACT: Improved hit possibilities by including OLO wanted license plates to all ALPR patrols.

Project Name: Hourly Jail Population Report.

Task Description: Provide the city's Planning Department with a file with information about the people in jail, refreshed every hour, that will be available to Citizens through the GIS City site

IMPACT: Citizens are able to inquire on individuals in City Jail thorough the City's web site designed by the Planning Department.

Project Name: Crime Lab Admin Move

Task Description: Admin group in the Crime Lab moving from the 26th Floor to the 24th Floor.

IMPACT: Increased administrative proficiency by combining resource locations in the Crime lab.

Mission Projects cont'd

Project Name: Telework Initiative

Task Description: Develop technology options for Telework initiatives that are being requested in response to pandemic preparation.

IMPACT: The findings of the Telework pilot determined that HPD had the technology available to allow personnel from various divisions to work from home using department assigned laptops and air-cards.

Project Name: HPD Employee ID Software

Task Description: Software program for HR tracking accountability of official HPD employee ID cards.

IMPACT: Improved the employee ID database by adding a SQL back end and adding management reporting. This gave HR the ability to track various ID categories.

Project Name: Adding priorities to Call for Service

Task Description: Add priorities 7, 8, and 9 to Calls for Service and modify the UCR statistic reports to be able to process the new priorities.

IMPACT: Provided the new scheme of call codes and their priorities designed by Support Operations.

Project Name: Publishing of Standard Operation Procedures in the HPD Portal

Task Description: Make all Department's SOPs available through the HPD Portal, in a PDF format and searchable through HPD Google.

IMPACT: Easy access to departmental procedures from any HPD location via the HPD Portal.



Invest your present in a safe future

Project Name: ICMS Integration

Task Description: The ICMS project alleviates concerns that HPD had with items that were not functioning or not functioning correctly. These items were bug fixes in the jail booking process, warrant process, electronic citations, subpoenas, truck enforcement and accident reporting.

IMPACT: The impact of the project had remedied all of the above items. This has produced a more productive product for HPD and well as the MCA.

Project Name: Business Intelligence/Data Warehouse Phase II (Reporting package for executive leadership).

Task Description: Continue to add data sources to the WebFocus framework to enable extracts from systems that provide HPD executive leadership combined information for holistic reporting at an enterprise level for decision making.

IMPACT: Provide additional data sources & processes to the WebFocus framework to enable extracts from systems that provide HPD executive leadership combined information for holistic reporting at an enterprise level for decision making.

Project Name: Matrox Dual2Go dual video issue

Task Description: Work with HP to resolve our ongoing issue with Dual Video capability not being available on our HP 8530p laptops once they are docked.

IMPACT: Allows for dual video functionality where it was not available before. Increases functionality of laptop by allowing connection to projectors and additional monitors.

Project Name: ITSM Upgrade

Task Description: Upgrade ITSM application. Integrate Centennial Discovery application to allow network discovery and configuration management of assets, enable idle modules.

IMPACT: Enhanced the product that TSC utilizes to track calls for service. Service failures or requests can be tracked by division, customer, type. New functionality includes auto-discovery of assets, customized procurement tracking, more web-functionality, and reporting features.

Support Projects

Project Name: Work Card enhancements for IFR and DRT

Task Description: Modify the system to accommodate changes for IFR and DRT.

IMPACT: Provided specific software changes to produce accurate statistics for IFR and DRT activities.

Project Name: Midwest New Building

Task Description: Move Midwest PCs into their new facility and functional.

IMPACT: The relocation of Midwest to their own station provides a local presence to the community in which they serve.

Project Name: Special Crimes Move

Task Description: Move of Special Crimes personnel.

IMPACT: Special Crimes is a newly formed division and this project provided this new division with access to all HPD mainframe services.

Project Name: FrontRange Centennial Client Deploy

Task Description: Create a ZENworks install for the FrontRange Centennial client.

IMPACT: Provides the ability to rapidly collect information regarding the computer health and patch status of all department computers.

Project Name: ZENworks 10 Upgrade

Task Description: Vendor visits to install ZENworks 10 and universal imaging.

IMPACT: Ensure that the department is utilizing an up to date desktop management system which alleviates the need to touch desktops for every application that must be rolled out to the department.

Project Name: Criminal Investigations Correspondence Tracking

Task Description: Provide Criminal Investigations Command with a system to track their correspondence

IMPACT: Improved Special Crimes correspondence management and tracking by electronically controlling documents and their assignments.

Project Name: Adobe Acrobat Professional 8 & 9 Patch Updates

Task Description: Implement method to update Adobe Acrobat Professional 8 & 9 patches to keep current.

IMPACT: Secures HPD network from malicious use of our systems by eliminating security holes.

Project Name: RMS/Tiburon Client Deployment

Task Description: Create a ZENworks install for the RMS client

1. Test the automatic installation of ZCM 10 on the MDC.
2. Test the automatic installation of the Tiburon Client to the MDC using ZCM 10.
3. Validate the installation to prove the concept.

IMPACT: Would provide an alternate means for deploying Records management software. Would allow the automatic distributing of the RMS client, alleviating the need to install the software one computer at a time.

Project Name: Tactical Support Command Correspondence Tracking

Task Description: Implement a system to manage and track the correspondence of the Command, to replace their current system..

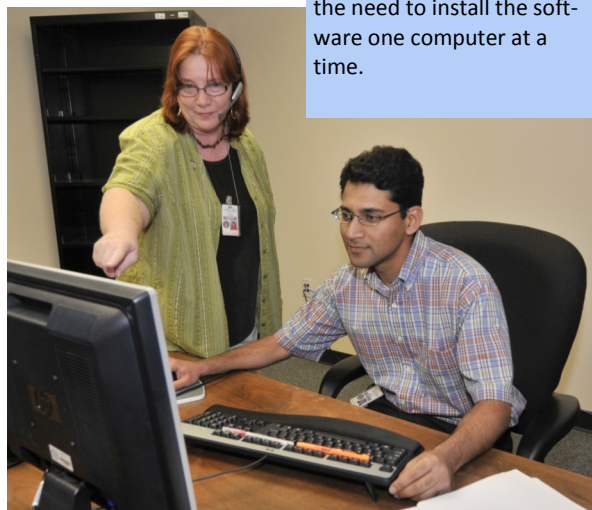
IMPACT: Improved tactical Support Command correspondence management and tracking by electronically controlling documents and their assignments.

Project Name: HR Recruiting Center

Task Description: Newly created Recruiting Center located at the old Family Cafe restaurant at Travis (5 cubicles)

IMPACT: Supported technology moves that support the departmental goal for moving HPD recruiting into an area easily accessible to the public..

TIBURON
Be secure in your knowledge.



Peggy Morris and Syed Sami Quadri

Support Projects cont'd

Project Name: Records Construction Relocation

Task Description: Construction is being done as additional supports are being installed on the 23rd floor in Travis for the Records Division to support Heavy Rolling File Cabinets being installed on the 24th floor. The move\temporary relocation will be done in 2 Phases. This is Phase 1.

IMPACT: Allows for the expansion of furniture needed to store hard copies of police records in an area readily accessible to the Records division.

Project Name: HCDA Connection/Jail @ Bonding

Task Description: Installation of the HC Bonding System at HPD Central Jail.

IMPACT: Aids HPD and HC jails by reducing prisoner transfers by bonding & releasing prisoners on-site.

Project Name: Jail Video Link Upgrade

Task Description: The HPD Jail Division needs to increase the speed of their existing T1 Line between the 61 Riesner Jail Video System and the 8300 Mykawa Jail Video System. Need ITD to perform the following work to increase the connectivity speed between the sites.

IMPACT: Doubles the circuit capacity of the existing jail video system allowing for more reliable and stable prisoner monitoring.

Project Name: General Order Distribution and Tracking System

Task Description: Provide a solution to track the delivery of General Orders and Circulars to HPD personnel, and record receipt date and time, reading confirmation, and understanding acknowledgements per employee.

IMPACT: Ensure proper communication of mandatory reading materials across all Classified Personnel.

Project Name: Investigative Operations Correspondence Tracking

Task Description: Implement a system to manage and track the correspondence of the Command

IMPACT: Improved tactical Support Command correspondence management and tracking by electronically controlling documents and their assignments.

Project Name: Telephone Billing Detail system

Task Description: Download from AT&T and VERIZON the monthly billing files to populate a database to manage telephone cost by Division and cost centers.

IMPACT: Provide an accurate inventory of all wireless devices in service for HPD, as well as the associated cost reports of mobile services.

Project Name: Criminal Intelligence Division Correspondence Tracking

Task Description: Implement a system to manage and track the correspondence of the Division

IMPACT: Improved Criminal Intelligence correspondence management and tracking by electronically controlling documents and their assignments.



We would like to welcome our newest addition, Mrs. Alisa Wilridge to the TSC family as the Executive Office Assistant.



Support Projects cont'd

Project Name: Vice Division Correspondence Tracking

Task Description: Implement a system to manage and track the correspondence of the Division

IMPACT: Improved divisional correspondence management and tracking by electronically controlling documents and their assignments.

Project Name: UPS Monitoring

Task Description: Implement monitoring of UPS system so that data Center personnel are informed of UPS issues.

IMPACT: Will ensure that we are monitoring status of the UPS system in order that we can shut down computing resources during an imminent outage event.

Project Name: Deaflink VCI Phone

Task Description: Seventeen Video IP phones will be deployed to various divisions throughout the Houston Police Department for the purposes of accommodating the hearing impaired when they come into a station to make a report.

IMPACT: Supports the police department mission by ensuring that hard of hearing citizens have access to departmental services.

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Project Name: Juvenile CAC Move

Task Description: Juvenile/Harris County Child Assessment Center will move from their current location to a new location

IMPACT: Relocation Support



Project Name: SAPGui 710 Client Upgrade

Task Description: Test and use ZENworks to deploy client to SAP user desktops.

IMPACT: Provides HPD network users with latest release of SAP software.

Project Name: Harris County Medical Examiners

Task Description: OLO access for the Harris County Medical Examiners

IMPACT: There is no impact to the department; but for HCME office to be able to view accident and homicide reports themselves.

Project Name: Pearland PD access to OLO via T1

Task Description: Pearland PD access to HPD OLO via T1

IMPACT: The benefit is for Pearland PD to access information that is in Q-Term.

Project Name: Burglary and Theft Division

Task Description: Implemented a system to manage and track the correspondence of the Division.

IMPACT: Improved divisional correspondence management and tracking by electronically controlling documents and their assignments.



Support Projects cont'd

Project Name: Secure QTERM Access to External Agencies

Task Description: Secures the connection between external agencies and the Unisys.

IMPACT: Maintains compliance with FBI Criminal Justice Information Security policies by securing communications between police agencies.

Project Name: Harris County Joint Task Force Build-out

Task Description: The Harris County Sheriffs Department will be housed at 8300 Mykawa Rd as part of the Joint Sex Offenders Task Force and will be connecting the network services provided by Harris County IT.

IMPACT: HPD does not have access to the HC RMS system at this time. Allows HC to utilize the HC Records Management System while on HPD premises.

Project Name: Homeland Security Command Correspondence Tracking

Task Description: Implement a system to manage and track the correspondence of the Command

IMPACT: Improved tactical Support Command correspondence management and tracking by electronically controlling documents and their assignments.



Development Projects

Project Name: Neighborhood Protection Imaging and FORMS Rehost

Task Description: Replace the current system with one that will provide greater stability, flexibility, automated workflow capability and eventually enable a mobile workforce of inspectors through wireless communications. Project abandoned.

IMPACT: This project provides NPC with a comprehensive violation system that would have greater stability, flexibility, automated workflow capability and eventually enable a mobile workforce of inspectors through wireless communications.

Project Name: NetMotion Enterprise Testing

Task Description: Remediate findings of the HPD NetMotion Enterprise solution with ITD.

IMPACT: HPD and ITD determined that leaving NetMotion on the police network resulted in a more secure, less complex, maintenance and support environment.

Project Name: Investigation Pilot for 12 Aircards

Task Description: Install 12 Air Cards on their Investigative laptops with RSA, NetMotion, HPD load and MDC software, minus CAD client.

IMPACT: This project validated that police applications utilizing TLETS/TCIC/NCIC could be utilized securely in a mobile environment.



Technology Services Employee Art Show



First Place Art Photo: Three Gorges of the Yangtze River. A photograph by Joan Li's father which was taken in China.



Second Place Art Painting: A painting by Julia Cline, "BETA" Robert Cline's ten year old daughter.

A big
"Thank You"
to everyone that
contributed to the
photos and the
completion of this
edition of our 2010
Accomplishments...

Technology Services Brown Bag Luncheons



Christopher Lambi presenting an interesting and informative presentation of his native home of Cameroon Africa. Above he is wearing the traditional Cameroonian outfit which represents his Royal status in his home community. He is a new member of the Technology Services Command family, starting in February 2010.



Syed Ali gave his presentation of his homeland of India and Pakistan. He was born in India but moved to Pakistan around two years old. He moved to the United States in 1970 for a college education and has been with the Houston Police Department for since 1983.



We say thank you to our employees that shared in the presentations of our Brown Bag events.

